

METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP
SYSTEMS

ABSTRACT OF THE DISCLOSURE

5 One or more embodiments of the invention provide a method, apparatus, and
article of manufacture for presenting a help source. A help system is maintained that
comprises a single set of one or more help source files. A request is received by the help
system to present one or more of the help source files (or information from within one
or more of the help source files). A help history file is obtained in response to the
10 request, wherein the help history file stores information relating to a usage of the help
system. A customized presentation of the help source file is then displayed based on the
information stored in the help history file.

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